

To: State Government Efficiency Review Committee

From: Iowa Insurance Division

STATE EMPLOYEE EFFICIENCY SUGGESTIONS

One of the processes I find to be extremely cumbersome, inefficient, and costly is the expense reimbursement procedures.

The back and forth between the employee and accounting seems to take a lot of staff time even when you follow procedures.

Some examples I have experienced are:

- The 5 cent deposit on a bottle must be subtracted from an expense statement because I could have gone back and gotten my nickel. Expense statement returned to employee for revision and sent back to accounting.
- A restaurant did not itemize tax on my receipt – so the receipt was returned. I was told I had to find out how much of the total was tax and redo my expense report. The price on the menu was the price on my receipt.

Duplicating information on each of the receipts takes a lot of time.

The time it takes to prep the request, then for accounting to review every detail, the sending back and forth, just seems to be extremely inefficient.

I would suggest that all annually or regularly reoccurring reports that must be filed by state agencies be reviewed for necessity. Eliminating unnecessary reports increase efficiency by freeing up state employees time to work on their agencies' core missions and goals.

Along with shutting our computers completely down to save electricity (your suggestion at the other office), if no one is in the bathroom when I leave, I turn off the light. It comes on automatically if someone comes in. Always be green.